



Open Meeting (no.7)

Monday 17 February 2020



healthwatch
Kingston upon Thames

1



Welcome,
introduction
to the day
and rules of
engagement

Meeting guidelines (1)

Please:

- Get involved as much, or as little as you like
- Give people time and a turn to talk
- Use easy words (no abbreviations or acronyms)
- Stay on topic
- Listen to each other and don't talk when someone else is speaking

Meeting guidelines (2)

- Every opinion matters
- Challenge opinions not the person (be constructive)
- Respect the confidentiality of what is shared (unless a safeguarding issue)
- Look after yourself and be kind to others
- Switch mobile phones off or to vibrate (if you have to take a call please do so outside).

AGENDA: Healthwatch Kingston Open Meeting

Monday 17th February 2020 - 12pm to 4.30pm
Kingston Quaker Centre, Fairfield East, Kingston upon Thames KT1 2PT

Time	Morning agenda items	Room	Lead	Who
12.00	NETWORKING LUNCH (30 minutes)	Kitchen		ALL
12.30	Welcome and introduction to the day and rules of engagement	Hall	Stephen Bitti, HWK Chief Officer	ALL
12.35	Healthwatch update and Q & A <ul style="list-style-type: none"> • Volunteers and staff recruitment • Outreach, communications and engagement • HW representation on merged SWL CCG Governing Body 	Hall	Stephen Bitti, HWK Chief Officer	ALL
1.00	Dementia Friendly Communities Presentation and Q & A	Hall	Paula De Souza, Dementia Friendly Communities Coordinator, Alzheimer's Society in Kingston	ALL
1.30	Library Community Hubs	Hall	Fiona Tarn, Development Manager, Kingston Library	ALL
2.00	TEA, COFFEE & BISCUITS BREAK (15 minutes)	Kitchen		ALL

Time	Afternoon agenda items	Room	Lead	Who
2.30	Mental Health Task Group Meeting	Hall	Tony Williams, Chair, Mental Health Task Group/ Stephen, HWK	MHTG Members
2.30	Community Care Task Group Meeting	Large Committee Room	Nigel Spalding, HWK Trustee, Acting Chair, Hospital Services Task Group/Candy, HWK	CCTG members
4.00	Feedback from individual Task Group Chairs: <ul style="list-style-type: none"> Hospital Services Task Group (Graham Goldspring) <ul style="list-style-type: none"> Mental Health Task Group (Tony Williams) Learning Disability Task Group (Stephen Bitti) <ul style="list-style-type: none"> Youth Out Loud! (Stephen Bitti) Community Care Task Group (Nigel Spalding) 	Hall	Nigel Spalding, Meeting Chair	ALL
4.25	Thoughts from the day	Hall	Nigel Spalding, Meeting Chair	ALL
4.30	NEXT MEETING: Monday 20 th April 2020	Thank YOU for joining us today		



Tel: 0203 326 1255

www.healthwatchkingston.org.uk

Twitter [@HWKingston](https://twitter.com/HWKingston)

Facebook [/HWKingston](https://www.facebook.com/HWKingston)

Kingston Quaker Centre, Fairfield East, Kingston upon Thames KT1 2PT. Registered charity no. 1159377, and a company registered in England and Wales no. 08429159

2



Healthwatch update and Q & A

Healthwatch update and Q & A

Volunteers and staff recruitment

Outreach, communications and engagement

HW representation on SWL CCG Governing Body



Healthwatch update and Q & A

Volunteers and staff recruitment:

- Projects and Outreach Officer recruitment
- Interviews last week
- Two appointments currently being finalised:
 1. Projects and Outreach Officer (Disabilities and Mental Health) starts mid March
 2. Projects and Outreach Officer (Young People and Safeguarding) starts mid April
- New Office Volunteer
- Recruitment for Trustees, Task Group Chairs and members

Healthwatch update and Q & A

Outreach, communications and engagement:

- Have Your Say' and 'How Are We Doing?' surveys
- Recent outreach (raising awareness of HWK)
 - Kingston University Student Volunteering Event
 - Annual London Safeguarding Board Conference 2020
 - Time to Talk Day 2020
- Recent engagement (raising awareness of health and social care)
 - Mental Health Strategy Planning and Implementation Group meeting
 - Mental Health Service User workshop
 - All Ages Learning Disability Partnership Board (LDPB) meeting
- Upcoming outreach and engagement
 - Kingston University Hub, Social Innovation Programme student challenge (Feb to Apr)
 - CQC 'Opening Closed Environments' workshop (Mar)
 - LDPB End of Year event (May)

Healthwatch update and Q & A

HW representation on SWL CCG Governing Body:

- Meeting tomorrow...

Any questions about this update?

Follow our work: www.healthwatchkingston.org.uk

NB: Dementia Awareness Training (KH)

3



Dementia Friendly Communities

Dementia Friendly Communities



Paula de Souza
Dementia Friendly
Communities Coordinator

What is dementia?

- Dementia describes a set of symptoms that may include memory loss and difficulties with thinking, language or problem solving.
- It is caused by diseases or damage to the brain.
- Alzheimer's disease is the most common type of dementia.



Facts and Figures



- Over 850,000 people have dementia in the UK.
- This number is predicted to pass 1 million by 2025 and 2 million by 2051.
- Total cost of dementia to the UK is over £26 billion a year – two thirds of this is paid for by people with dementia and their families.



- Over 40,000 people under 65 have dementia in the UK.
- 70% of people in care homes have dementia or severe memory problems.

Dementia Friendly Communities



- Everyone has the responsibility to ensure that people living with dementia feel included and enabled within their community. This includes all aspects of their community life such as:
- Local and National businesses
- Charities, Voluntary and Faith groups
- Public Services
- Government

A Dementia Friendly London is an inclusive and compassionate city where all Londoners affected by dementia are empowered and supported to live well.



People affected by dementia will:

- Travel to where they want to go safely
- Live somewhere they feel supported, understood and included in community life
- Receive the help they need to access quality health, care and support services when and where they require it
- Be able to participate in all that London has to offer in arts, culture and leisure
- Feel confident to visit local high streets and town centres

SUPPORTED BY
MAYOR OF LONDON



What does a Dementia Friendly Community do?

- Dementia friendly communities enable people with dementia to continue to live well within their community by:
 - ☐ Caring about the needs of people affected by dementia
 - ☐ Listening to the needs of people affected by dementia
 - ☐ Helping members of the community to understand dementia
 - ☐ Finding practical ways to support people to access the community

Practical Steps



People – People living with dementia need to be at the heart of any dementia friendly work. Staff in organisations should gain an understanding of dementia.

Place – The physical environment should be assessed as to how dementia friendly it is.

Process – What is the customer/user experience like for a person living with dementia?

What's happening in Kingston?

1. **Building membership of Kingston's Dementia Friendly Community Panel**

- Commit to three actions your organisation can take
- Work with other organisations in the borough to communicate our aim and increase awareness
- Attend panels and work together to make Kingston dementia friendly

-



What's happening in Kingston?

2. **Action Plan – priority areas:**
 - i) Health and social care
 - ii) Community, voluntary and faith groups
 - iii) tbc by people affected by dementia
3. **Dementia Action Week and Launch Event**
4. **Dementia Voice Group**

What's happening in Kingston?

5. Creating Dementia Friends

- Sessions provide attendees with more knowledge on what it's like to live with dementia
- Commit to one action
 - Delivered for free by volunteers and you can receive free training from Alzheimer's Society to deliver sessions

Alzheimer's Society in Kingston



- Information, and support to families affected by dementia
- Work with the GP Dementia Support Service and social services
- Carers Information and Support Programme (CrISP) workshops
- Carers Support Groups

Thank you for
listening

Any
Questions?

Paula de Souza

Dementia Friendly

Communities Coordinator

07484 053273

paula.desouza@alzheimers.org.uk



4



Library Community Hubs

Fiona Tarn,
Development Manager,
Kingston Library

healthwatch
Kingston upon Thames



Mental Health Task Group

Meeting in Hall - 2.30pm to 4pm

Community Care Task Group

Meeting in Large Committee Room - 2.30pm to 4pm



Refreshment Break

healthwatch
Kingston upon Thames

Mental Health Task Group Agenda

2.30pm to 4pm

1. Welcome and apologies
2. Update on EUPD Service
3. Update on Thrive Kingston and MHSPIG
4. Discussion on iCope review
5. Update on CAMHS Transition
6. Update from Persephone on Time to Change
7. 2020-21 work plan
8. Any other business



Welcome Back

healthwatch
Kingston upon Thames

5



Feedback from Task Group Chairs

Time	Afternoon agenda items	Room	Lead	Who
2.30	Mental Health Task Group Meeting	Hall	Tony Williams, Chair, Mental Health Task Group/ Stephen, HWK	MHTG Members
2.30	Community Care Task Group Meeting	Large Committee Room	Nigel Spalding, HWK Trustee, Acting Chair, Hospital Services Task Group/Candy, HWK	CCTG members
4.00	Feedback from individual Task Group Chairs: <ul style="list-style-type: none"> Hospital Services Task Group (Graham Goldspring) <ul style="list-style-type: none"> Mental Health Task Group (Tony Williams) Learning Disability Task Group (Stephen Bitti) <ul style="list-style-type: none"> Youth Out Loud! (Stephen Bitti) Community Care Task Group (Nigel Spalding) 	Hall	Nigel Spalding, Meeting Chair	ALL
4.25	Thoughts from the day	Hall	Nigel Spalding, Meeting Chair	ALL
4.30	NEXT MEETING: Monday 20 th April 2020	Thank YOU for joining us today		



Tel: 0203 326 1255

www.healthwatchkingston.org.uk

Twitter [@HWKingston](https://twitter.com/HWKingston)

Facebook [/HWKingston](https://www.facebook.com/HWKingston)

Kingston Quaker Centre, Fairfield East, Kingston upon Thames KT1 2PT. Registered charity no. 1159377, and a company registered in England and Wales no. 08429159

6



Thoughts from the Day

healthwatch
Kingston upon Thames

Next Healthwatch Kingston
Open Meeting (with refreshments):

Monday 20 April 2020

12pm - 4.30pm

THANK YOU 😊



healthwatch
Kingston upon Thames